

SIG NOTES



MAY 2016

The SIG Notes are a joint document produced and edited by both ALPA and Company SIG Representatives.

Summary of the Build

As many of you are aware, there are a great deal of mixed flying issues in the 767 bidpacks.

With the decision to not separate the MEM767 and MEM757 bidpacks in 2017, the Company had to accelerate training into the B767 and slowed down training into the B757 to adjust. This is because the B767 bidpack requires significant amounts of B757 flying in order to maintain segment currency and to give them the pieces to look for more efficient mixed pairings.

As such, we are seeing a rapid rise in the amount of transferred flying. In May, it amounts to about 20% of all B757 flying. This will increase even further as the IND bidpack begins losing their classic jets later this year and waits until early 2018 to train into LDS B767s. In the interim, they will fly more B757 trips. Compounding this is a temporary imbalance in the F/O seat requiring extra amounts of F/O flying be moved to the 767 bidpacks. This second complication should smooth out in late Summer as the Company begins hiring into the right seat of the B757 again.

The PSIT has engaged the Company on the specific flying to be transferred into the 767MEM and 767IND bidpacks. Going forward, you should see a better-balanced range of seniority in the flying being moved, and a larger pool of city pairs entering the rotation. We will also continue to give input to the Company as the overall staffing improves and they begin to seek a steady state on how much and which types of B757 flying are needed by a B767 bidpack to be efficient and promote the retention of segment currency. This would allow pilots bidding into and out of these bidpacks to have a better picture of what the bidpacks will look like going forward.

Remember, CBA 12.C.3.a provides that a layover preceding deadhead duty may be scheduled to a minimum of 8 hours. If you are late arriving prior to this layover and your layover time will be less than 8 hours, please contact CRS to have your pairing revised.

Marty Harrington, ALPA FedEx MEC Scheduling Committee Chairman
Mike Percy, ALPA FedEx MEC Scheduling Committee Vice-Chairman
JD Oliver, ALPA FedEx MEC Scheduling Committee Knowledge Manager

ALPA Fatigue Committee:

24-hour domestic layovers:

It seems as the 767 is integrated into the system we have a few hurdles to work through. 24-hour layovers are common internationally, as the plane flies through said city once a day. Now with “gauge changes” we may see a 767 fly to a city only part of a day, thus giving around 24 hours off in the domestic arena. These are very hard to deal with during the week. It forces a “split sleep”, where you must sleep twice. This accumulates sleep debt and sets you up for fatigue. However, with the new CBA allowing more than 8 hours block during the day, we should see an increase in the number of 12 and 36-hour layovers vice multiple 24-hour layovers.

Short hub turns:

1. Please take a nap if you can. We saw how many pilots napped during the hub turn with data collection. A nap allows us to be more alert for the last landing of the morning.
 2. Sleep inertia does not appear to be an issue. We show 1-hour minimum prior to push. The sleep inertia should be long gone at the important time, pushback.
 3. Long duty combined with a short hub turn is also a problem. The west coast AFW turns worked well because these pilots get to the hotel early west coast time. No traffic. No sun in the face. Quiet hotels.
- If the long duty gets a pilot to the hotel late, none of these mitigations are available.

Disputed Pairings: None

Hong Kong A300

FedexA300HKG@ALPA.org

Brandon Viuhkola

	Captain	First Officer
Average CH	90:48	90:46
RLG CH	87:05	87:05
R-day value CH	4:35	4:35
# of Regular Lines	4	9
# of Secondary Lines	1	3
# of Reserve Lines	2	6
Total # of Lines	7	18
Total CH Available (no c/o)	363	816
Avg CH/R day	9.6	7.2
Carry-in CH from previous month	0	0
Credit hours carry-in to Total CHs	0%	0%

PSIT Notes: Hi from Hong Kong. The HKG A300 bidpack once again reflects hotel standby periods and it appears will do so for the foreseeable future. As with any shrinking bidpack, our options are very limited. Please let us know if the variety of lines, from a footprint perspective, are satisfactory. While we have limited flexibility, we are always willing to explore different approaches to the bidpack. We are here to support you.

Brandon, Scott and Chris

Memphis A300

FedexA300MEM@ALPA.org

Mike Percy
 Harry Edwards
 Curt Henry
 Mike Davidson
 Jarrod Hatfield

	Captain	First Officer
Average CH	93:16	90:07
RLG CH	89:37	86:27
R-day value CH	4:43	4:33
# of Regular Lines	189	196
# of Secondary Lines	57	41
# of Reserve Lines	51	60
Total # of Lines	297	297
Total CH Available (no c/o)	18296.12	18296.12
Avg CH/R day	18.88	16.05
Carry-in CH from previous month	806.52	806.52
Credit hours carry-in to Total CHs	4.4%	4.4%

PSIT Notes: May is a five week month with Memorial Day falling on the 29th and Mother's Day falling on the 14th. This resulted in some changes to the flight schedule during the last week. We also lost three AM out and back sites during Week Five. You will see some changes to how the AM out and back lines were constructed as a result. The shortened week also changed the rest of the bidpack construction during the last two weeks.

Buddy bidders beware, the line numbers, BLGs and some pairings on the lines are different between the seats.

As always, we value your input. If you fill out an Insite Report please copy us. The company doesn't share that information with us.

Cologne B-757
 Fedex757EUR@ALPA.org
 Tim Harp
 James Capeless

	Captain	First Officer
Average CH	89:50	89:50
RLG CH	86:08	86:08
R-day value CH	4:32	4:32
# of Regular Lines	23	23
# of Secondary Lines	9	8
# of Reserve Lines	7	9
Total # of Lines	39	40
Total CH Available (no c/o)	2215	2215
Avg CH/R day	16.7	13
Carry-in CH from previous month	283	283
Credit hours carry-in to Total CHs	11.3%	11.3%

PSIT Notes: May is a five-week bid month with the Ascension Day falling on May 25th.

With Ascension Day, there are small variations to several pairings during the 4th week of the bid month. As always, we did our best to maintain a balance between quality and quantity when constructing with the build target request. This includes line purity wherever possible for both cities and DHs. We were able to construct 23 lines in both seats.

A reminder to EUR FDA pilots in the event your pairing is revised: all FDA trips within the European theater shall be scheduled and operated in accordance with domestic parameters (CBA 12.D.1.c). We also ask that crewmembers please be aware of your CBA rights when bidding in the event of a phase-in conflict. For those pilots sitting CDG HSTBY, please review the Bid Pack for relevant information. We continue to see RSV conversions so please be aware if bidding a RSV line.

If any scheduling issues arise (DH's, unusual trip revisions etc.) please be sure to fill out an INSITE Report and forward a copy to your EUR PSIT. These reports have to be followed up and provide us with historical data.

Your feedback is important and we welcome your constructive input. If questions arise on the line concerning your pairing, please do not hesitate to contact us. We welcome any questions or concerns you may have. Fly safe!

Memphis B-757

Fedex757MEM@ALPA.org

Matt Gandy

JD Oliver

Paul Hanson

	Captain	First Officer
Average CH	94:00	94:01
RLG CH	90:15	90:15
R-day value CH	4:45	4:45
# of Regular Lines	150	123
# of Secondary Lines	38	33
# of Reserve Lines	42	51
Total # of Lines	230	207
Total CH Available (no c/o)	15102	12740
Avg CH/R day	18.9	13.1
Carry-in CH from previous month	816	798
Credit hours carry-in to Total CHs	5.1%	5.9%

PSIT Notes: There is certainly no shortage of information to share with you concerning the MAY17 build. We will cover all of the highlights, and finish with some data concerning the B757 hours that have been moved into the MEM B767 bidpack.

May is a five-week bid month, with Memorial Day falling on Monday, May 29th. In addition, Mother's Day falls on Sunday, May 14th. Therefore, in addition to the odd number of weeks, we have two other days causing an interruption of the regular build patterns. This involves a greatly reduced schedule on Memorial Day, as well as some changes of gauge (aircraft) on the Thursday and Friday prior to Mother's Day, which means we are missing certain trips that we would otherwise have. We tried to avoid flying three weeks in a row wherever possible, but the extra pairings, as a result of the odd week, did make it necessary. In cases where three consecutive weeks are built, you will find at least one of the weeks to be shorter than normal.

Secondly, the large number of trips that went into the MEM767 bid pack caused significant differences between CA and FO lines. There were over 450 block hours moved in the CA seat and over 1700 hours moved in the FO seat. As a result, we built 150 CA lines and only 123 FO lines.

All factors indicate that we will continue to see 757 flying moved into the 767 bid packs. While we have no idea how many hours will be moved on a given month, it does seem that

we are experiencing gradual increases in the month to month allocation. This process of selecting hours certainly has much of our attention, and we can assure you we are working with the Company as much as possible to ensure seniority is considered as part of their selection process.

In the meantime, please fly safely, and let us know of any issues, questions, or ideas you may have.



Hong Kong B-767

Fedex767HKG@ALPA.org

Chris Womick

Scott Hubin

	Captain	First Officer
Average CH	94:12	92:27
RLG CH	90:34	88:40
R-day value CH	4:46	4:40
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# of Regular Lines	40	40
# of Secondary Lines	10	15
# of Reserve Lines	15	15
Total # of Lines	65	70
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Total CH Available (no c/o)	4198	4198
Avg CH/R day	14.7	14.7
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Carry-in CH from previous month	492	492
Credit hours carry-in to Total CHs	10.5%	10.5%

PSIT Notes: PSIT Notes: May is our second 5-week bid month of the year. Don't forget, Mother's Day is May14!

You will notice a variety of pairing sizes which resulted in a wide variety of lines. Buddy bidders beware! Due to differing build requirements, Captain and F/O lines are different. Please keep this in mind when bidding.

Flying has been very dynamic since we opened the 767 domicile. We have ongoing concerns with pairings that contain body clock swaps. If you are awarded one of these pairings, please provide us with feedback.

There are 4 large credit hour pairings (66 credit hours on average) being modified by the Company. As a result, these pairings could not be built into the lines. This is a heads up to those who will receive priority make-up and those thinking about bidding reserve from an inverse conversion standpoint.

Please keep us informed on what you're seeing out on the line. You are our eyes and ears.

Your PSIT team.....Scott and Chris

Indianapolis B-767

Fedex767IND@ALPA.org

Teresa Payton

Andrew Hall

	Captain	First Officer
Average CH	92:59	92:53
RLG CH	89:18	89:18
R-day value CH	4:42	4:42
# of Regular Lines	22	21
# of Secondary Lines	6	6
# of Reserve Lines	7	6
Total # of Lines	35	33
Total CH Available (no c/o)	2167	2045
Avg CH/R day	16.3	17.9
Carry-in CH from previous month	59	59
Credit hours carry-in to Total CHs	2.7%	2.8%

PSIT Notes: PSIT Notes: May is a 5-week bid month with a sort holiday on 29May, Memorial Day. There continues to be 757 flying imported into the IND bidpack in order to fully utilize the IND pilots and aid segment currency. However, the Company does not always pull in the full month of a 757 city. For example, IND was not given Week 5 of CLE-IND nor Week 1 of MDT-IND.

Expect to see different 757 cities each month as they are rotated by the Company. The general portion of the SIG Notes above has a fuller explanation of the issue of transferred B757 flying and the plan going forward.

As always, contact us with your concerns, questions, or suggestions.

Memphis B-767

Fedex767MEM@ALPA.org

Matt Gandy

JD Oliver

Paul Hanson

Andrew Hall

	Captain	First Officer
Average CH	93:54	93:50
RLG CH	90:15	89:56
R-day value CH	4:45	4:44
# of Regular Lines		
# of Regular Lines	124	151
# of Secondary Lines		
# of Secondary Lines	22	20
# of Reserve Lines		
# of Reserve Lines	29	17
Total # of Lines		
Total # of Lines	175	188
Total CH Available (no c/o)		
Total CH Available (no c/o)	12498	14988
Avg CH/R day		
Avg CH/R day	22.7	46.4
Carry-in CH from previous month		
Carry-in CH from previous month	576	594
Credit hours carry-in to Total CHs		
Credit hours carry-in to Total CHs	4.4%	3.8%

PSIT Notes: May is a 5-week bid month, with the Memorial Day holiday falling between weeks 4 and 5. As a result, you find the weekend layovers are generally changed to deadheads, and some of the Sunday departures have a longer than normal layover. The build was complicated by trips that simply do not “turn” to other trips mostly because of CBA mandated duty time limits. Trips with 24-hour layovers continue to frustrate the build. Many of these were left over after the build and will be available during the CIA window and for Secondary Lines.

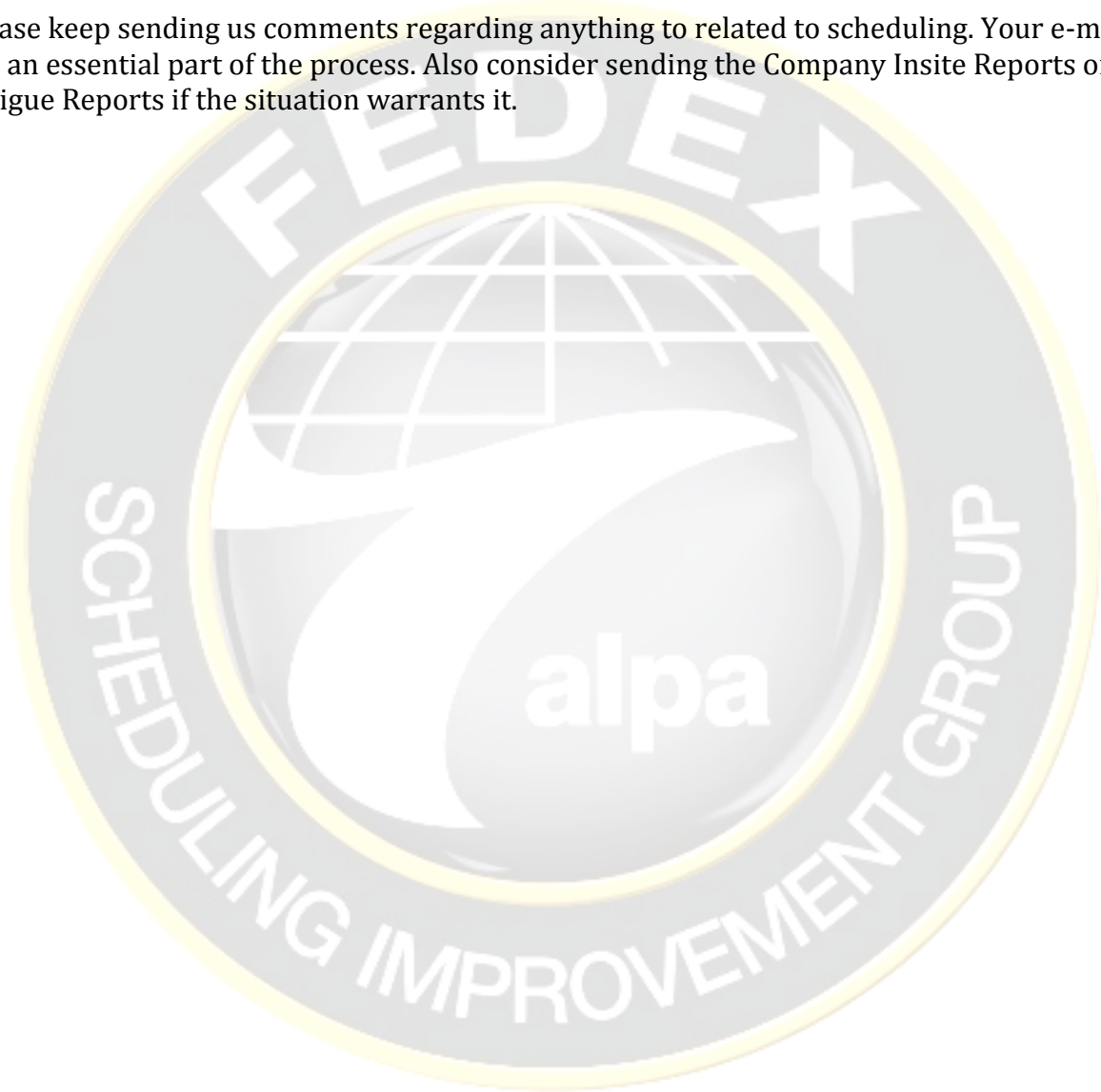
Please refer to the SIG Chairman’s comments regarding 757/767 staffing and integrated flying. This is very important information that one should take a moment to read and understand since the Company has announced that in the foreseeable future the bidpacks will not be split.

As a result of a pilot-staffing imbalance between MEM 767 Captains and First Officers, significantly more 757 First Officer flying was brought over. Captain and First Officer lines do not necessarily match one another. Many of the 757 trips are in the form of weeklong trips. You can find these lines toward the bottom of the bid pack. Most of these First Officer only lines also contain a few 767 trips. Additionally, some day flying 757 trips were placed on some of the day flying First Officer lines.

The longer weeklong exception pairings are pairings 58, 60, 180 and 184. They are incorporated into the lines where they match best. Additionally, SFO day is built into a “series of trips” with BOS. Please see 12.C.2.d for more information.

We continue to receive trips that show late in the B reserve period, that have all appearances of an AM departure. Reserve crews are reminded to be familiar with 25.M.1.g with regards to how this trip may be assigned.

Please keep sending us comments regarding anything to related to scheduling. Your e-mails are an essential part of the process. Also consider sending the Company Insite Reports or Fatigue Reports if the situation warrants it.



Anchorage MD-11

FedexMD11ANC@ALPA.org
 Brian Lessin
 Jeff Sparks

	Captain	First Officer
Average CH	93:44	93:54
RLG CH	89:56	90:15
R-day value CH	4:44	4:45
# of Regular Lines	53	58
# of Secondary Lines	18	15
# of Reserve Lines	17	18
Total # of Lines	88	91
Total CH Available (no c/o)	5171	5695
Avg CH/R day	16.0	16.65
Carry-in CH from previous month	432	520
Credit hours carry-in to Total CHs	8.35%	9.1%

PSIT Notes: There are no Captain RFO (RF2) pairings on lines this month. We are fortunate that the MD11 has a few more Pacific segments than in recent months. With more ocean crossing segments, the company can now make a few more pairings that are shorter in nature. These 5 to 7 day long pairings will have an effect on the lines in the sense we will have to start putting trips closer together in order to preserve a good mix of commutability and multiple days off in a row. As long as these smaller paying trips remain in the bidpack, we will see fewer of the two departure lines that have pervaded in the base for the past couple of years.

Los Angeles MD-11

FedexMD11LAX@ALPA.org

Chip Brown

Cody Chenoweth

	Captain	First Officer
Average CH	92:43	92:57
RLG CH	88:59	89:18
R-day value CH	4:41	4:42
# of Regular Lines	27	38
# of Secondary Lines	11	12
# of Reserve Lines	10	16
Total # of Lines	48	66
Total CH Available (no c/o)	2755	3725
Avg CH/R day	18.4	15.5
Carry-in CH from previous month	269	317
Credit hours carry-in to Total CHs	8.9%	7.8%

PSIT Notes: May is a 5 week bid month with Memorial Day occurring on the Monday of the 5th week.

Captain lines 1003 and 1009 are single departure Captain RFO pairings. These pairings were late additions by CRP to the LAX bidpack due to manning issues, and we are not sure if we will continue to see Captain RFO pairings in the future.

If you have any fatigue-related issues, whether you call in fatigued or not, please send us an email with the details.

Memphis MD-11
 FedexMD11MEM@ALPA.org
 Charlie Sutton
 Dan Opp
 Pat Rink
 Harley Troyer

	Captain	First Officer
Average CH	92:51	93:00
RLG CH	88:59	88:59
R-day value CH	4:41	4:52
# of Regular Lines	269	265
# of Secondary Lines	79	63
# of Reserve Lines	66	75
Total # of Lines	414	403
Total CH Available (no c/o)	27244	26797
Avg CH/R day	21.7	18.8
Carry-in CH from previous month	1102	1084
Credit hours carry-in to Total CHs	3.9%	3.9%

PSIT Notes: Hello again from your PSIT. May is a 5-week month with Memorial Day falling on May 29, which impacted the build in the latter part of the month.

May's total flight hours were comparable to our last 5-week month in March. While RF2 flying increased in hours, RFO hours also saw a slight increase. This ratio of RF2 to RFO flying is a result of Captain and F/O manning levels. There are 269 Captain lines this month, up from 264. There are 265 F/O lines -- up four lines from March's 261.

For our STN flyers, please note that STN flights 0001/0002 were only offered to the MD-11 in Weeks One and Two. For this reason, it was not possible to build lines as pure STN lines.

This month the exception cities that have trips that block over 7+35 in 24 hours are: OAK and SJU. PDX is not an exception city this month.

Please familiarize yourselves with CBA Section 12. C. 2 to see how flying these lines may affect our ability to trade trips.

For those who may be concerned about landing currency, please be aware that several lines are RF2/RFO only. These lines include:

Captain – 1022, 1031, 1040, 1047 along with some VCP lines.
FO – 2001, 2002, 2005, 2006

We highly encourage you to participate in any sleep study the Company may solicit. There is a lack of data on the dynamic international flying environment. This data will help us and the Company, to better tailor pairing construction to mitigate fatigue. As always, we appreciate any and all feedback and criticism. Past crew member critiques on pairing design have resulted in positive changes going forward, and we are happy to receive and act on them.

As always we welcome your constructive input and suggestions. Fly safe.



Memphis 777

Fedex777MEM@ALPA.org

Greg Hall

Pat Hagerty

Amadee Pepper

Jon Casello

	Captain	First Officer
Average CH	93:02	93:27
RLG CH	89:18	89:37
R-day value CH	4:42	4:43
# of Regular Lines		
	176	323
# of Secondary Lines		
	35	58
# of Reserve Lines		
	27	60
Total # of Lines		
	238	441
Total CH Available (no c/o)		
	16783	30483
Avg CH/R day		
	32.7	26.7
Carry-in CH from previous month		
	1977	3184
Credit hours carry-in to Total CHs		
	10.5%	9.5%

PSIT Notes: PSIT Notes: Greetings. May is a five-week bid month with Memorial Day occurring on Monday of Week Five. We are seeing the full integration of the TNT aircraft take effect, as we had a record number of lines in both the Captain and First Officer seats. Mathematically, the bid month went very well, as we had historically low amounts of open time left as the build came to a close. If you choose to bid a Secondary Line, realize that almost all the flying on these lines will be the result of pairings dropped by primary line holders for vacation, training, carry-in conflict, etc.

RF2 flying continues to be available for Captains, as we are still in the CBA mandated three months of double crew requirements for new legs (PVG-LGG) blocking over 12 hours. This flying makes up nearly 7% of the Captain credit hours. We have not yet received an indication if we will continue to see RF2 flying once this three-month span is complete. During the course of the build, we created seven pure RF2 lines. These lines are the final seven of the Captain bidpack.

Pairing 135 / 1 May was purposely held off the lines as it is going to get a change to the front-end deadhead. This pairing should have a revised value of 99+40 once the change has been made. It should be available in the secondary line process.

Recently, it seems we have had a few crewmembers denied the deadhead class of service they are authorized due to the tickets on these flights being sold out prior to being ticketed.

If this happens to you, please let us know the details of the situation so we can try to track the problematic deadhead city pairs and airlines. Also let us know the actual date you are ticketed by BCD on these flights.

One question we have been receiving quite a bit from crewmembers on the line is “what has happened to disputed pairings? I haven’t seen any in a while.” From a statistical standpoint, we have not had a single disputed pairing in the 777 since the implementation of the new CBA a year and a half ago. There are two main reasons why this is the case – the implementation of the 32 in 120 rule, and the advent of the FERC.

During discussions with the company regarding the new CBA, a number of test “solves” on the bidpack were run to determine a rule set which would provide improved pairings to the crew force. One of the best of these rule sets was the 32 in 120 rule which requires the company to provide a 32 hour reset once every 120 hours TAFB. In fact, looking at previously disputed pairings, the vast majority of our issues would have been fixed in the past had the 32 in 120 rule been implemented at the time. This is the first of the two reasons we have seen less disputed pairings.

As mentioned earlier, the second reason we have seen no disputed pairings is due to the new FERC process. Previous editions of the SIG notes have discussed this process in depth, so we won’t rehash that information here. As part of this process it is imperative that we receive crew input regarding pairing quality. Please provide your feedback on any pairings you feel need additional attention. Sleep logs are also helpful.

For a final reminder, Insite reports are not copied to the PSIT. We would kindly request that if you fill out an Insite report regarding pairing / line construction and quality, you would copy the details of the report and send it to us. This can be done via the email address provided above, or by using the “Scheduling Reports” link on the FDX ALPA website.

Trip Services Solutions
Fedex-Hotel@ALPA.org
Mark Stafiej
Mike Percy

Hotel Notes:

ATL Update – The Company recently issued **FCIF 17-0153 (Hotel)** announcing **The Hyatt Regency Atlanta** as our temporary non-contract hotel until **The Atlanta Hilton** renovations are completed later this year.

DXB Update – The Company recently issued **FCIF 17-0136 (Hotel)** announcing effective with the April Bid Period our new contract hotel is **The Sofitel Dubai Downtown Hotel**. According to the Company “most of our layovers will relocate to our new contract hotel”. Both the committee and Company received feedback from crewmembers requesting to remain at The Crowne Plaza Deira. As the Company mentioned in the FCIF, a change in hotels was deemed appropriate due to the Company’s eventual move from the DXB airport to the DWC airport south of the city. Additionally, the Deira area of Dubai will be

undergoing major construction in the coming months. The Sofitel is located near the Burj Khalifa and the Dubai Mall with many restaurants within close walking distance from the hotel. Additionally, the hotel is offering shuttle service to Kite Beach which also has numerous restaurants.

HEL Update - Due to the ongoing construction in the vicinity of our old contract hotel, **The Crowne Plaza**, the Company has decided not to renew their contract. The Company issued **FCIF 17-0095 (Hotel)** announcing **The Hotel Indigo Helsinki** would be used temporarily. Due to the length of construction time, a decision was made to contract with The Hotel Indigo. Both the Company and ALPA have completed their respective inspections and an FCIF should be issued shortly announcing the hotel contract amenities.

HTS Update - The Company recently issued **FCIF 17-0158 (Hotel)** announcing our current contract hotel, **The Pullman Plaza Hotel**, will start a 12-month renovation in April. **The Holiday Inn Huntington** will be our new HTS non-contract hotel.

IND Update - From **April 25-28** the city of Indianapolis will be hosting a major convention and ALL our downtown contract hotels are sold out. As a result, the Company issued **FCIF 17-0156 (Hotel)** announcing ALL layovers will be moving to the **Crowne Plaza Airport Hotel** during those dates.

LAX Update - The committee is continuing to work with the Company to find suitable hotels for rooms previously assigned to **The Belamar Hotel**. The Company recently issued two FCIF's. **FCIF 17-0157 (Hotel)** announced a new non-contract hotel, **The Aloft Hotel Los Angeles Airport**, and **FCIF 17-0161 (Hotel)** announced **The LA Downtown Hotel** as another non-contract hotel. Please submit an Insite ticket with feedback on these two hotels as they are under consideration for contracts. Due to the large number of negative Insite tickets there will no longer be layovers at the **Hyatt Regency Los Angeles Airport Hotel**.

LGG Update - The Company recently issued **FCIF 17-0114 (Hotel)** announcing **The Pullman Quellenhof Hotel** in Aachen Germany as our new non-contract hotel. The Company has completed hotel inspections in both Maastricht, Netherlands and Aachen, Germany and ALPA will conduct its inspections in April. Please provide Insite ticket feedback on this hotel as it is under consideration for contract.

OAK Update - Our longtime short layover hotel, **The Oakland Airport Hilton**, recently decided not to renew their contract and layovers will stop effective with the April Bid Period. Please see **FCIF 17-0159 (Hotel)**.

PBI Update - The Company and committee have completed their respective inspections to replace our current contract hotel, **The Doubletree Hotel**, as it will be starting a major renovation. ALPA is recommending **The Embassy Suites Palm Beach Gardens** as it is located near The Doubletree Hotel and crews are familiar with the area.

SLC Update – Due to ongoing contract negotiations between the Company and **The Hilton Salt Lake City Center**, the Company recently issued **FCIF 17-0167 (Hotel)** announcing effective with the April Bid Period The Hilton would only be used for long layovers and on a non-contract basis. Short layovers will be assigned to **The Hilton Garden Inn Salt Lake City Airport** on a non-contract basis. Please provide feedback to the Company via an Insite ticket on the Hilton Garden Inn.

SNA Update – Due to April Bid Period layovers, the Company recently issued **FCIF 17-0151 (Hotel)** announcing **The Ayres Hotel Costa Mesa** as our non-contract hotel. Please provide Insite ticket feedback as this hotel is under contract consideration.

Catering Notes:

On-Line International Menu Selection Feedback – The Company has completed a software enhancement to enable crewmembers to receive an e-mail confirmation after their international meals have been selected.

INSITE Tickets – The most efficient way for management to be made aware of and correct issues pertaining to hotels, catering and ground transportation is via the new **INSITE Reporting System**. This electronic form is accessed via the pilot.fedex.com website home page. If you have a hotel, catering or ground transportation concern/issue, positive or negative, we encourage you to submit the ticket. Please submit a separate ticket for each issue (For example, please submit one ticket for a hotel issue and if there was also a ground transportation issue please submit a second ticket.) These tickets, combined with your correspondence to the Trip Services Committee, are reviewed at our quarterly meetings with the Company and are instrumental in making changes. We encourage input.